

## FREQUENTLY ASKED QUESTIONS

### Q – What is TSA?

A – TSA is Transitional Sheltering Assistance. This is a FEMA program that can provide short term hotel stays for eligible survivors when other housing options are not available after a presidentially declared disaster.

### Q – Can a disaster survivor request TSA?

A – No. FEMA will identify survivors who may be eligible and have a need for this specific assistance. FEMA will communicate TSA eligibility through a variety of methods including voice; text; and email.

### Q – What are the eligibility rules for TSA?

A – You must have a valid registration with FEMA under a declared disaster and your home must be in a jurisdiction approved for TSA. If you are living in an mass shelter, car, a tent or at your place of employment because your pre-disaster home is not accessible or able to be lived in, you may be eligible for a temporary hotel stay paid for by FEMA. Be sure to make your circumstances clear to the FEMA person you communicate with.

### Q – How do I register for FEMA assistance?

A – You can register with FEMA in one of several ways: Individuals can register online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or through the FEMA App. Another option for individuals, including those who use 711 relay or VRS, is to call 1-800-621-FEMA (3362) while those who use TTY can call 1-800-462-7585. The toll-free telephone numbers will operate from 7 a.m. to 11 p.m. local time, seven days a week.

Applicants will need the following to apply:

- Social Security Number.
- Daytime telephone number.
- Current mailing address and zip code of the damaged property; and
- Private insurance information, if available.

Once you are registered you will receive a unique registration number. Anyone who does not have a registration number is not yet registered.

### Q – Can I stay in another state?

A – Due to high usage of hotels/motels in the affected area, it may be difficult to locate available participating lodging. A survivor may have to travel a significant distance to locate an available room which may include searching out of state. For the Hurricane Ian disaster declaration in Florida, TSA approved hotels are limited to Alabama, Florida, and Georgia.



# FEMA

## FREQUENTLY ASKED QUESTIONS

### **Q – Does FEMA tell me what hotel to go to?**

**A** - No. TSA-eligible applicants must find and book their own hotel rooms. The list of participating hotels will be posted on [DisasterAssistance.gov](https://www.disasterassistance.gov), under the link [Transitional Sheltering Assistance Program](#) or you can get it by phoning the FEMA helpline at 800-621-3362. For 711 or Video Relay Service (VRS), call 800-621-3362.

Applicants with disabilities or who have access and functional needs should check with hotels to ensure appropriate accommodations are available before confirming a reservation. Those with pets must check to see if pets are accepted. Applicants must show photo identification and adhere to any hotel check-in requirements.

### **Q – I've been staying in a hotel prior to October 7, 2022, will FEMA pay my hotel bill?**

**A** – TSA eligibility is not retroactive. However, survivors can provide their receipts and submit them to FEMA. They may be eligible for lodging expense reimbursement for out-of-pocket expenses that are not covered by additional living expenses or other housing assistance through insurance.

### **Q – Does FEMA pay for my meals while I'm at the hotel?**

**A** – No. FEMA only pays for the room and any applicable taxes and pet fees. You are responsible for all other incidental costs (meals, transportation, etc.)

### **Q – My home will not be repaired for months. How long can I stay at the hotel?**

**A** – When TSA is approved, the initial period of assistance is 30 days. TSA may last up to 180 days, although continued eligibility reviews will determine how long an individual will remain eligible for TSA.

Generally, every 14 days, FEMA will review registrants' eligibility for continued TSA. If you meet the conditions of continued eligibility, you may remain in TSA. The review period may be extended because of holidays, or to allow FEMA to align eligibility reviews across multiple disasters with TSA activations, or other exigent circumstances.

### **Q – How do I continue my eligibility for TSA?**

**A** – You are required to sign a Terms and Conditions document when you check-in to a TSA hotel. By signing the Terms and Conditions, you agree to abide by TSA program guidelines to remain eligible. The following are situations which will end your eligibility:

- When you are licensed into a temporary housing unit (mobile home, recreational vehicle, etc.), you will be limited to three additional nights in TSA to coordinate your move.
- When a registrant identifies repairs have been made to the damaged dwelling, or they have obtained alternate housing, they will be limited to three additional nights in TSA to coordinate their move.
- When fraud is indicated, registrants may be notified of immediate termination of TSA eligibility.
- When there is a credible belief that a registrant is a threat to themselves or others, registrants may be notified of immediate termination of TSA eligibility.